

FIG. 1A

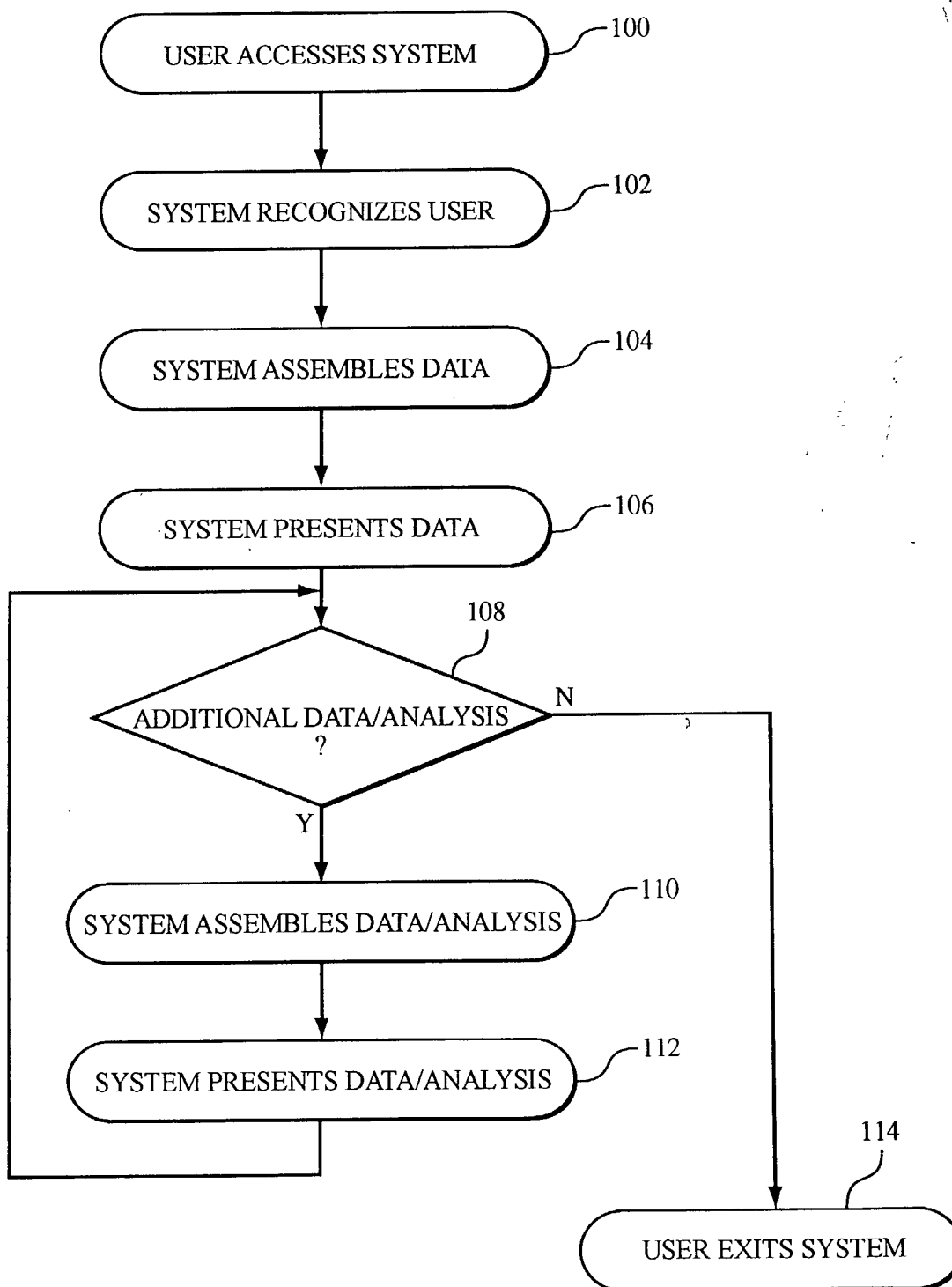


FIG. 1B

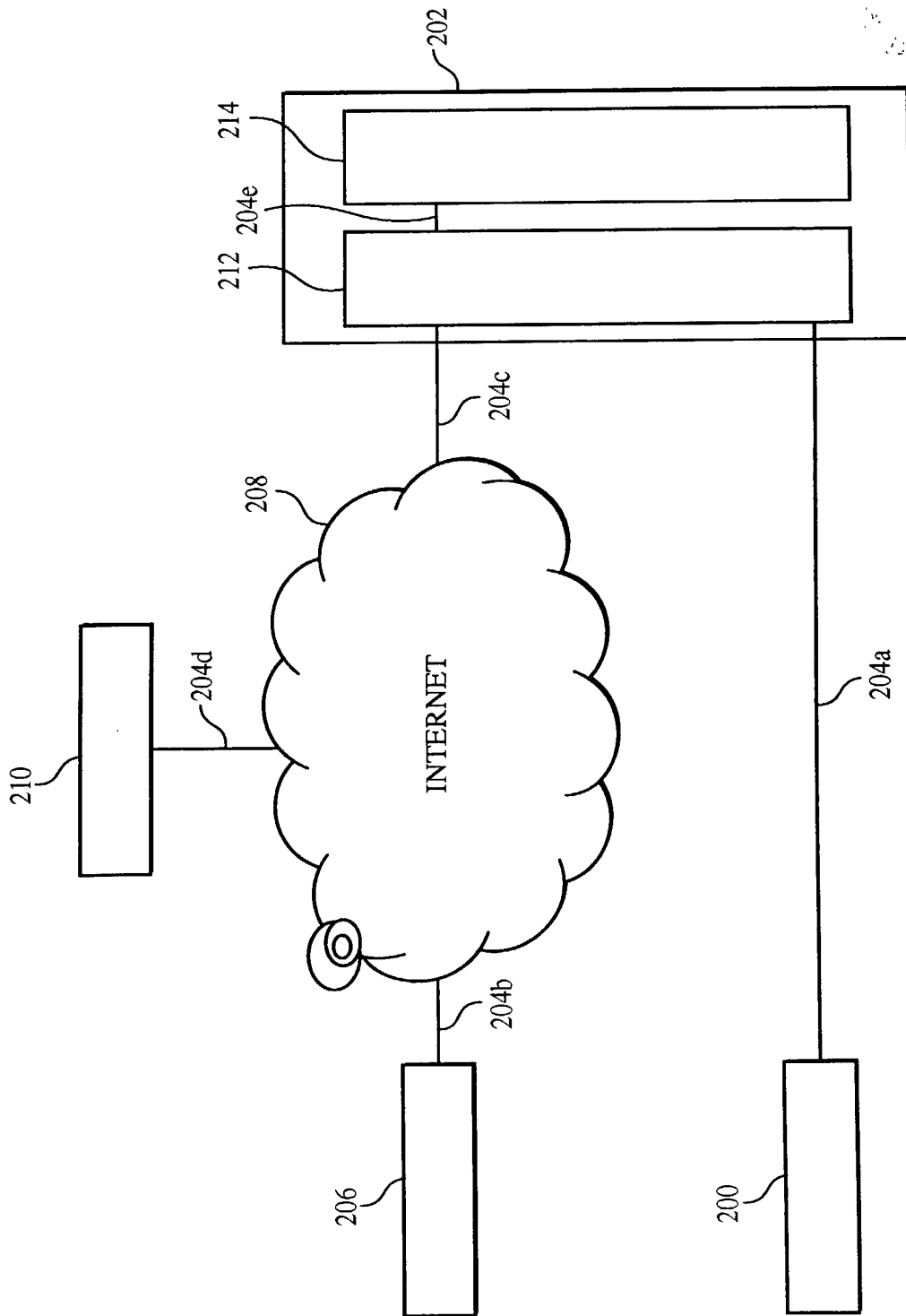


FIG. 2

Matter No.: 12587-004001

Applicant(s): Andrus et al.

PROVIDING HUMAN PERFORMANCE MANAGEMENT DATA  
AND INSIGHT

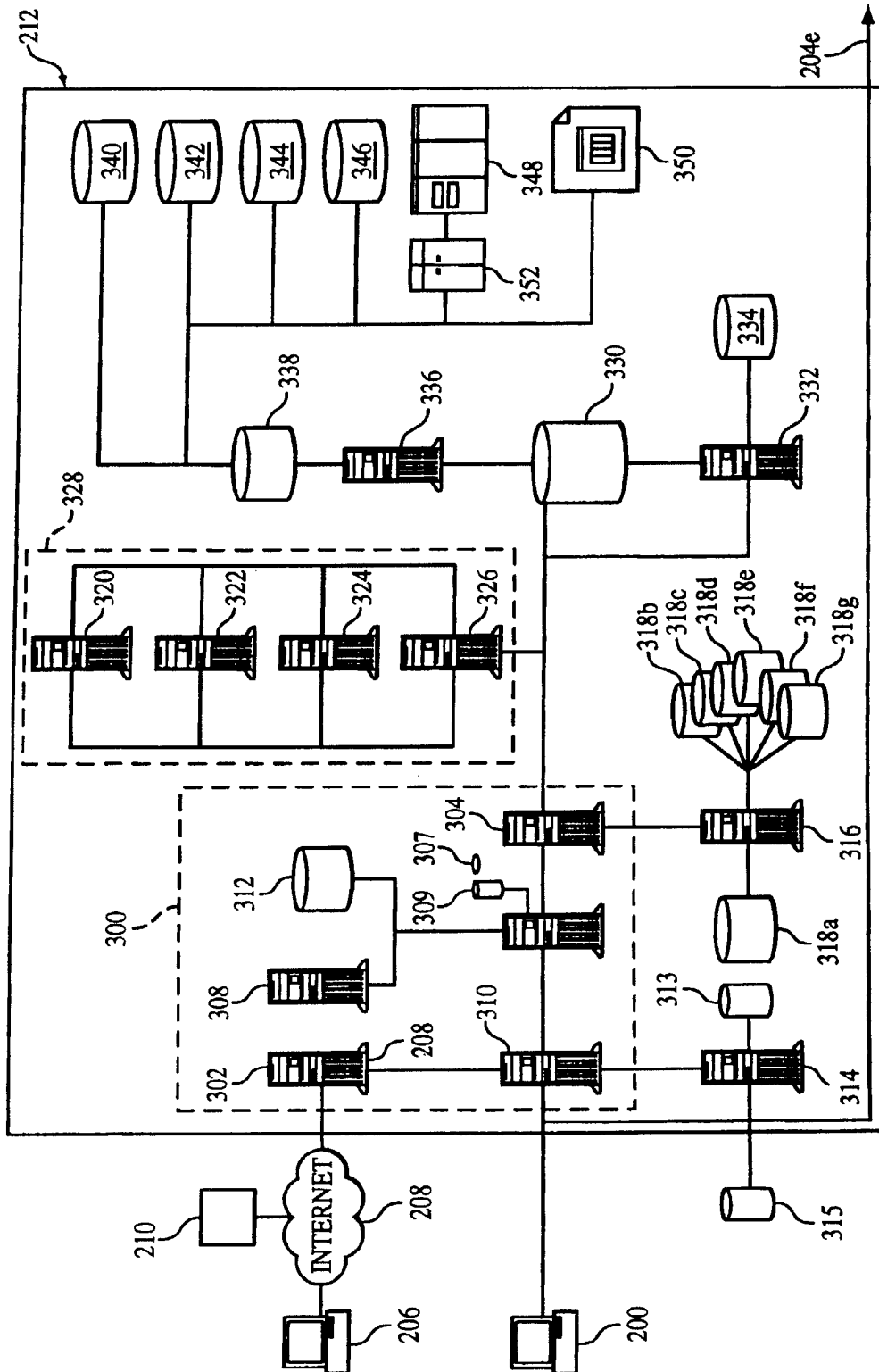


FIG. 3

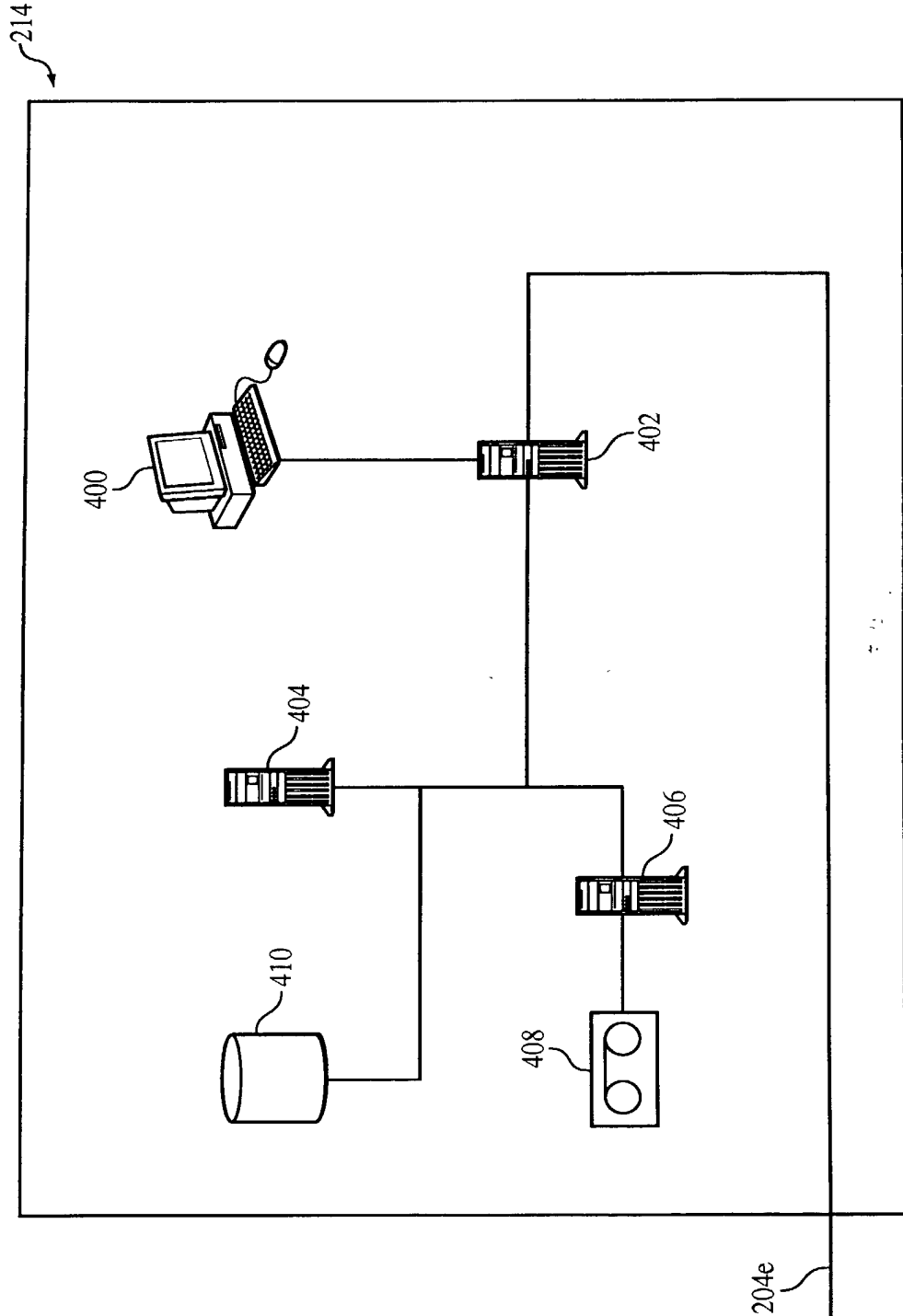


FIG. 4

Matter No.: 12587-004001  
Applicant(s): Andrus et al.  
PROVIDING HUMAN PERFORMANCE MANAGEMENT DATA  
AND INSIGHT

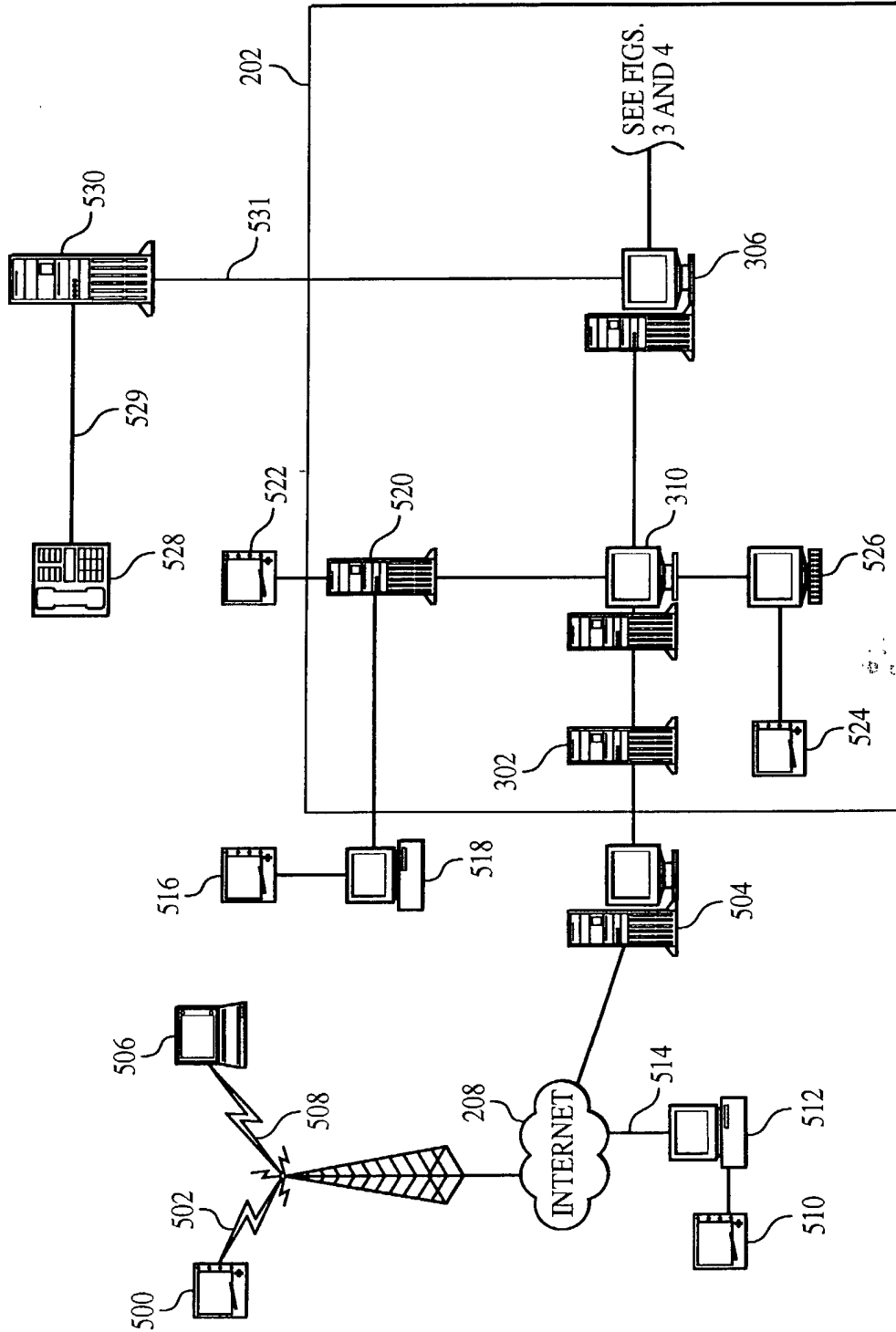


FIG. 5

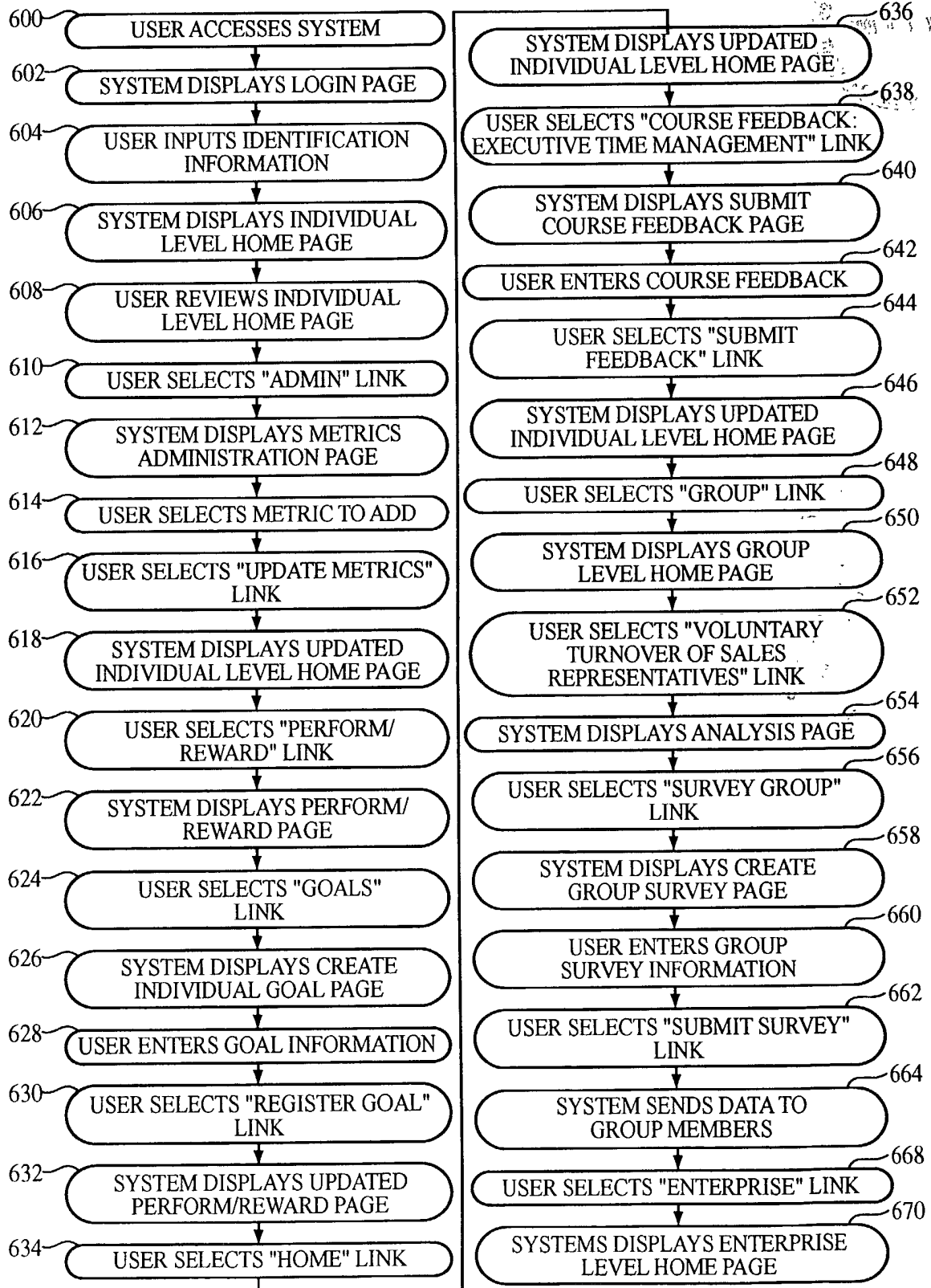


FIG. 6

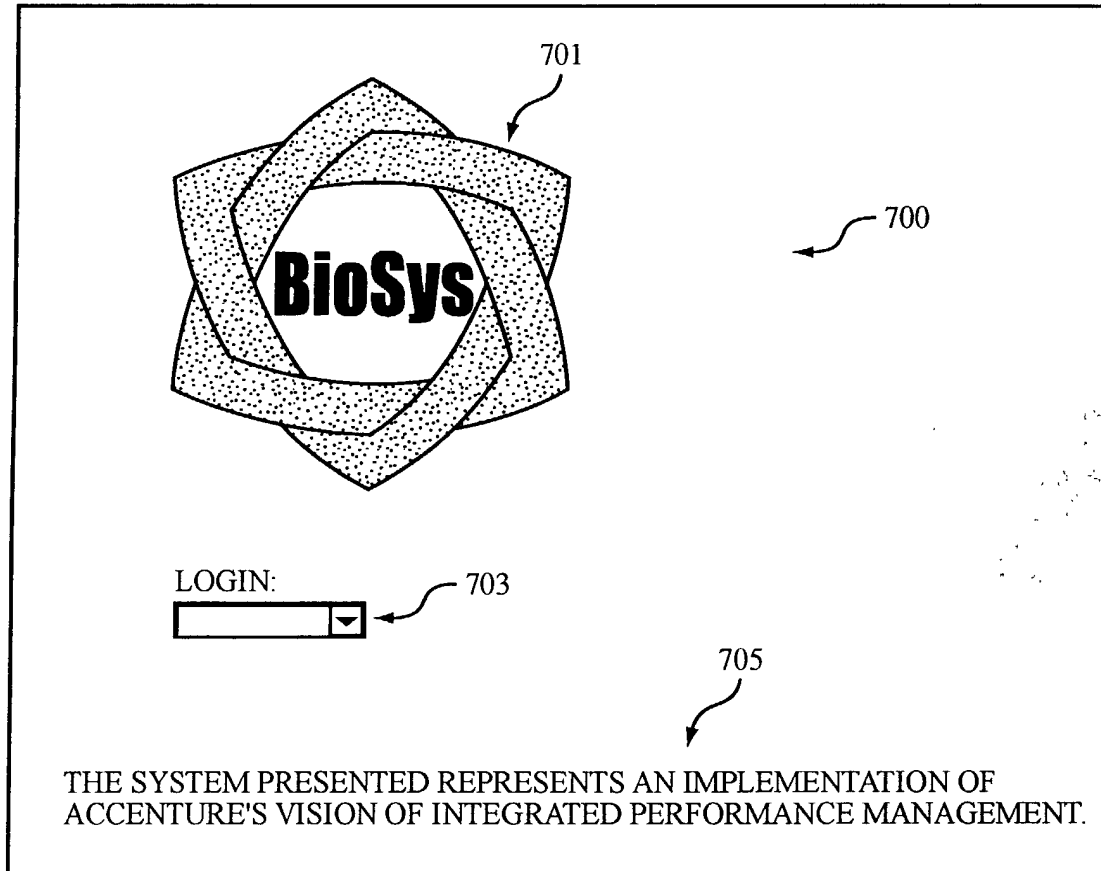


FIG. 7A





ETM HOME

702  
LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 8:54 AM

SCORECARD

INDIVIDUAL

GROUP

ENTERPRISE

OPERATIONS:

NONDEPLOYED PERCENTAGE

DEVELOPMENT RATE

INNOVATION:

LEADING-EDGE TECHNOLOGY SALES

USE OF ONLINE DEVELOPMENT

CUSTOMER VALUE:

NUMBER OF NEW CUSTOMERS

CUSTOMER SATISFACTION RATING

FINANCIAL RESULTS:

PERCENT INCREASE IN GLOBAL SALES

PROPOSED PROJECT REVENUE

ADMIN

NAME

% OF GOALS ACHIEVED

% OF COURSE FEEDBACK COMPLETED

% OF ON TIME APPRAISALS

SET

100%

100%

100%

AVG

84%

92%

45%

IND

100%

67%

94%

INTENTIONS

PERFORM/REWARD

DEVELOP/RETAIN

DEPLOY/REDEPLOY

ATTRACT/SELECT

TALENT EVENTS

WEEK

MONTH

YEAR

COURSE FEEDBACK: EXECUTIVE TIME MANAGEMENT

SURVEY: COMMUNICATION

08-11-2000

08-15-2000

!

✓

FIG. 7B

ABOUT BIOSYS

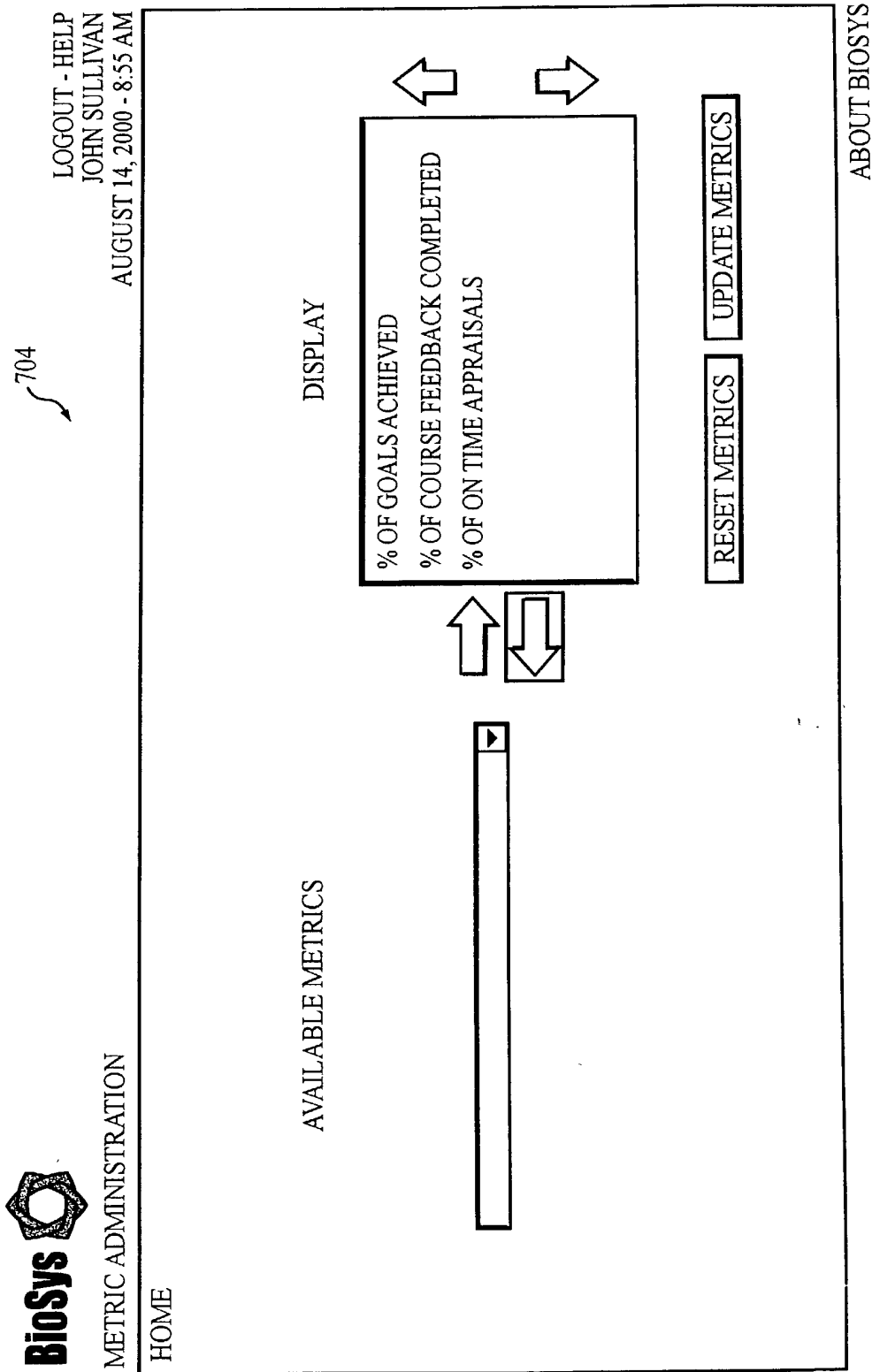


FIG. 7C



ETM HOME

706

LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 8:55 AM

SCORECARD

INDIVIDUAL

GROUP

ENTERPRISE

OPERATIONS:

NONDEPLOYED PERCENTAGE

DEVELOPMENT RATE

INNOVATION:

LEADING-EDGE TECHNOLOGY SALES

USE OF ONLINE DEVELOPMENT

CUSTOMER VALUE:

NUMBER OF NEW CUSTOMERS

CUSTOMER SATISFACTION RATING

FINANCIAL RESULTS:

PERCENT INCREASE IN GLOBAL SALES

PROPOSED PROJECT REVENUE

ADMIN

NAME

% OF GOALS ACHIEVED

% OF COURSE FEEDBACK COMPLETED

% OF ON TIME APPRAISALS

% DEPLOYED TIME

SET

100%

100%

100%

80%

AVG

84%

92%

45%

71%

IND

100%

67%

94%

82%

INTENTIONS

WEEK

MONTH

YEAR

COURSE FEEDBACK: EXECUTIVE TIME MANAGEMENT

SURVEY: COMMUNICATION

08-11-2000

08-15-2000

!

✓

ABOUT BIOSYS

FIG. 7D



PERFORM/REWARD

HOME

708

LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 8:56 AM

CREATE:	MODIFY:	REPORT:	SNAPSHOT:	COMPLETE	TOTAL	PERCENTAGE
DISTRIBUTE GOALS	UPDATE PROGRESS	GOAL REPORT	ITEM	4	4	100%
CREATE APPRAISAL	MODIFY GOALS	APPRaisal/360 REPORT	SURVEYS	8	8	100%
CREATE GOAL	VIEW GOALS	VIEW PUBLISHED REPORT	GOALS	2	9	22%
CREATE SURVEY	PERFORM ASSESSMENT	COMP. MGMT. REPORT	APPRaisALS	12	21	57%
PUBLISH SURVEY	VIEW APPRAISAL	REPORT	TOTAL			
	TAKE SURVEY					
	MODIFY					
CREATE CATEGORIES	COMPETENCY					
	VIEW					
	COMPETENCY					

**GOAL**  
THE GOAL MODULE SUPPORTS THE SETTING OF PERFORMANCE STANDARDS USING GOALS

**360**  
360 IS USED FOR UPWARD/DOWNWARD FEEDBACK

**APPRAISAL**  
APPRAISAL IS FOR EMPLOYEE ASSESSMENTS

**SURVEY**  
SURVEY ALLOWS

**COMPETENCY MANAGEMENT**  
COMPETENCY MANAGEMENT ENABLES ORGANIZATION OF PERFORMANCE CRITERIA

ABOUT BIOSYS

FIG. 7E





PERFORM/REWARD

HOME

712

LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 9:02 AM

CREATE:	MODIFY:	REPORT:	SNAPSHOT:	COMPLETE	TOTAL	PERCENTAGE
DISTRIBUTE	UPDATE PROGRESS	GOAL REPORT	ITEM			
GOALS	MODIFY GOALS	APPRAISAL/360	SURVEYS	4	4	100%
CREATE	VIEW GOALS	REPORT	GOALS	8	9	89%
APPRAISAL	PERFORM	VIEW PUBLISHED	APPRAISALS	2	9	22%
CREATE GOAL	ASSESSMENT	REPORT	TOTAL	12	22	55%
CREATE SURVEY	VIEW APPRAISAL	COMP. MGMT.				
PUBLISH SURVEY	TAKE SURVEY	REPORT				
	MODIFY					
CREATE	COMPETENCY					
CATEGORIES	VIEW					
	COMPETENCY					

### GOAL

THE GOAL MODULE SUPPORTS THE SETTING OF PERFORMANCE STANDARDS USING GOALS

### 360

360 IS USED FOR UPWARD/DOWNWARD FEEDBACK

### APPRAISAL

APPRAISAL IS FOR EMPLOYEE ASSESSMENTS

### SURVEY

SURVEY ALLOWS

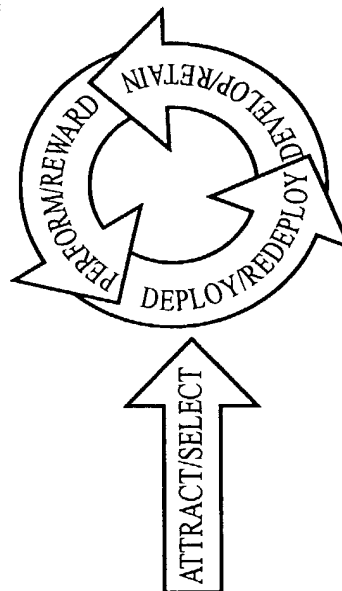
### COMPETENCY MANAGEMENT

COMPETENCY MANAGEMENT ENABLES ORGANIZATION OF PERFORMANCE CRITERIA

FIG. 7G

ABOUT BIOSYS

SCORECARD			METRIC		
<div> <div>INDIVIDUAL</div> <div>GROUP</div> <div>ENTERPRISE</div> </div>			ADMIN		
OPERATIONS:			NAME		
NONDEPLOYED PERCENTAGE	NUMBER OF NEW CUSTOMERS	<input type="checkbox"/>	% OF GOALS ACHIEVED	100%	84%
DEVELOPMENT RATE	CUSTOMER SATISFACTION RATING	<input type="checkbox"/>	% OF COURSE FEEDBACK COMPLETED	100%	92%
INNOVATION:			% OF ON TIME APPRAISALS		
LEADING-EDGE TECHNOLOGY SALES	PERCENT INCREASE IN GLOBAL SALES	<input type="checkbox"/>	% DEPLOYED TIME	80%	71%
USE OF ONLINE DEVELOPMENT	PROPOSED PROJECT REVENUE	<input type="checkbox"/>			82%
INTENTIONS			TALENT EVENTS		
WEEK			MONTH		
YEAR			YEAR		
COURSE FEEDBACK: EXECUTIVE TIME MANAGEMENT			08-11-2000		
SURVEY: COMMUNICATION			08-15-2000		



ABOUT BIOSYS

FIG. 7H



SUBMIT COURSE FEEDBACK

HOME - DEVELOP/RETAIN

716

LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 9:04 AM

COURSE:  
**EXECUTIVE TIME MANAGEMENT**

REQUIRED:  
**NO**

CLASSROOM:  
1 ☐  
2 ☐  
3 ☒  
4 ☐  
5 ☐

INSTRUCTOR:  
1 ☐  
2 ☒  
3 ☐  
4 ☐  
5 ☐

COURSE NUMBER:  
**3342**

DATE(S) ATTENDED:  
**07-31-2000 TO 08-04-2000**

COURSE MATERIALS:  
1 ☐  
2 ☐  
3 ☐  
4 ☒  
5 ☐

OVERALL:  
1 ☐  
2 ☒  
3 ☐  
4 ☐  
5 ☐

ADDITIONAL COMMENTS:

ALTHOUGH THE MATERIALS WERE VERY THOROUGH, I DIDN'T GET MUCH OUT OF ATTENDING THIS COURSE.  
ALSO, SINCE THE MATERIALS ARE AVAILABLE ONLINE FOR 1/3 COST OF PHYSICALLY  
ATTENDING, I'D DEFINITELY RECOMMEND GOING THAT ROUTE.

CLEAR

SUBMIT FEEDBACK

ABOUT BIOSYS

FIG. 71

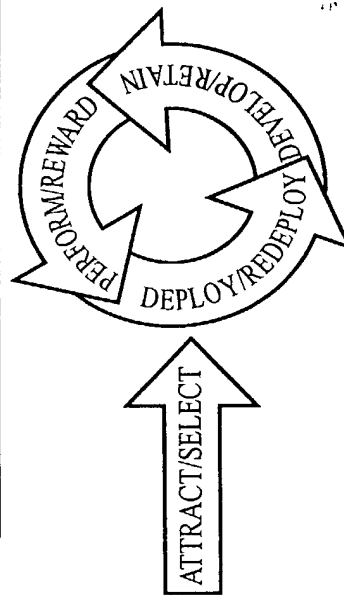




ETM HOME

718  
LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 9:08 AM

SCORECARD			METRIC		
<div>INDIVIDUAL</div> <div>GROUP</div> <div>ENTERPRISE</div>			<div>ADMIN</div>		
OPERATIONS:			CUSTOMER VALUE:		
NONDEPLOYED PERCENTAGE	<input type="checkbox"/>	<input type="checkbox"/>	NUMBER OF NEW CUSTOMERS	<input type="checkbox"/>	<input type="checkbox"/>
DEVELOPMENT RATE	<input type="checkbox"/>	<input type="checkbox"/>	CUSTOMER SATISFACTION RATING	<input type="checkbox"/>	<input type="checkbox"/>
INNOVATION:			FINANCIAL RESULTS:		
LEADING-EDGE TECHNOLOGY SALES	<input type="checkbox"/>	<input type="checkbox"/>	PERCENT INCREASE IN GLOBAL SALES	<input type="checkbox"/>	<input type="checkbox"/>
USE OF ONLINE DEVELOPMENT	<input type="checkbox"/>	<input type="checkbox"/>	PROPOSED PROJECT REVENUE	<input type="checkbox"/>	<input type="checkbox"/>
INTENTIONS			TALENT EVENTS		
			WEEK MONTH YEAR		
			SURVEY: COMMUNICATION		
			08-15-2000		
			<input checked="" type="checkbox"/>		



ABOUT BIOSYS

FIG. 7J

10072554 052002

<div> <div>INDIVIDUAL</div> <div>GROUP</div> <div>ENTERPRISE</div> </div>		<div>SCORECARD</div>		<div>METRIC</div>																															
<div>OPERATIONS:</div> <table border="1"> <tr> <td>TEAM DEPLOYMENT PERCENTAGE</td> <td><input type="checkbox"/></td> <td>CUSTOMER VALUE:</td> <td><input type="checkbox"/></td> </tr> <tr> <td>VOLUNTARY TURNOVER OF SALES REPRESENTATIVES</td> <td><input type="checkbox"/></td> <td>CUSTOMER COMMUNICATION</td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td><input type="checkbox"/></td> <td>CUSTOMER SATISFACTION RATING</td> <td><input type="checkbox"/></td> </tr> </table>		TEAM DEPLOYMENT PERCENTAGE	<input type="checkbox"/>	CUSTOMER VALUE:	<input type="checkbox"/>	VOLUNTARY TURNOVER OF SALES REPRESENTATIVES	<input type="checkbox"/>	CUSTOMER COMMUNICATION	<input type="checkbox"/>		<input type="checkbox"/>	CUSTOMER SATISFACTION RATING	<input type="checkbox"/>	<div>ADMIN</div> <table border="1"> <tr> <td>NAME</td> <td>SET</td> <td>AVG</td> <td>IND</td> </tr> <tr> <td>% OF GOALS ACHIEVED</td> <td>95%</td> <td>84%</td> <td>90%</td> </tr> <tr> <td>% OF COURSE FEEDBACK COMPLETED</td> <td>100%</td> <td>92%</td> <td>100%</td> </tr> <tr> <td>% OF ON TIME APPRAISALS</td> <td>100%</td> <td>45%</td> <td>65%</td> </tr> <tr> <td>% DEPLOYED TIME</td> <td>80%</td> <td>71%</td> <td>78%</td> </tr> </table>		NAME	SET	AVG	IND	% OF GOALS ACHIEVED	95%	84%	90%	% OF COURSE FEEDBACK COMPLETED	100%	92%	100%	% OF ON TIME APPRAISALS	100%	45%	65%	% DEPLOYED TIME	80%	71%	78%
TEAM DEPLOYMENT PERCENTAGE	<input type="checkbox"/>	CUSTOMER VALUE:	<input type="checkbox"/>																																
VOLUNTARY TURNOVER OF SALES REPRESENTATIVES	<input type="checkbox"/>	CUSTOMER COMMUNICATION	<input type="checkbox"/>																																
	<input type="checkbox"/>	CUSTOMER SATISFACTION RATING	<input type="checkbox"/>																																
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% OF ON TIME APPRAISALS	100%	45%	65%																																
% DEPLOYED TIME	80%	71%	78%																																
<div>INNOVATION:</div> <table border="1"> <tr> <td>LEADING-EDGE TECHNOLOGY SALES</td> <td><input type="checkbox"/></td> <td>FINANCIAL RESULTS:</td> <td><input type="checkbox"/></td> </tr> <tr> <td>USE OF ONLINE DEVELOPMENT</td> <td><input type="checkbox"/></td> <td>PERCENT INCREASE IN GLOBAL SALES</td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td><input type="checkbox"/></td> <td>PERCENT INCREASE IN LARGE SALES</td> <td><input type="checkbox"/></td> </tr> </table>		LEADING-EDGE TECHNOLOGY SALES	<input type="checkbox"/>	FINANCIAL RESULTS:	<input type="checkbox"/>	USE OF ONLINE DEVELOPMENT	<input type="checkbox"/>	PERCENT INCREASE IN GLOBAL SALES	<input type="checkbox"/>		<input type="checkbox"/>	PERCENT INCREASE IN LARGE SALES	<input type="checkbox"/>																						
LEADING-EDGE TECHNOLOGY SALES	<input type="checkbox"/>	FINANCIAL RESULTS:	<input type="checkbox"/>																																
USE OF ONLINE DEVELOPMENT	<input type="checkbox"/>	PERCENT INCREASE IN GLOBAL SALES	<input type="checkbox"/>																																
	<input type="checkbox"/>	PERCENT INCREASE IN LARGE SALES	<input type="checkbox"/>																																
<div>INTENTIONS</div>		<div>TALENT EVENTS</div>																																	
<div>WEEK</div> <div>MONTH</div> <div>YEAR</div>		<div>WEEK</div> <div>MONTH</div> <div>YEAR</div>																																	
<div>ATTRACT/SELECT</div>		<div>PERFORM/REWARD</div> <div>DEVELOP/RETAIN</div> <div>DEPLOY/REDEPLOY</div>																																	
<div>SURVEY: COMMUNICATION</div>		<div>08-15-2000</div> <div><input checked="" type="checkbox"/></div>																																	

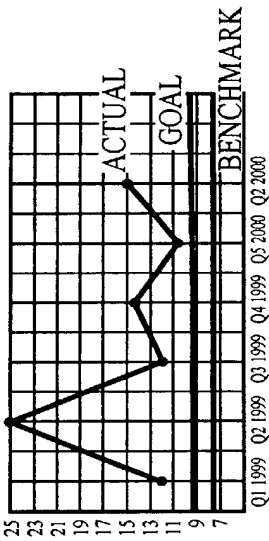
ABOUT BIOSYS

FIG. 7K



722  
LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 9:10 AM

HOME VOLUNTARY TURNOVER OF SALES REPRESENTATIVES



ACTUAL ☒ GOAL ☐ BENCHMARK ☐

RELATED METRICS:

METRIC	STATUS	TREND PREV QTR
ACME TURNOVER RATE	8%	Y + 33%
# OF NEW CSRS HIRED	15%	Y + 30%
VACANCY PERCENTAGE FOR CSR POSITIONS	5%	Y 37.5%
# OF INTERNAL CSR PROMOTIONS	0	Y N/A
% OF REQUIRED EVALUATIONS RECEIVED PER CSR	50%	Y-23%

INFLUENCERS:  
CORPORATE STRATEGY  
CAREER MANAGEMENT  
DEVELOPMENT AND TRAINING  
SALES REP ATTRACTION/SELECTION

COST SAVINGS @GOAL \$100,000

**CSR CAREER MANAGEMENT**  
A LACK OF CSR CAREER MANAGEMENT HAS THE POTENTIAL TO CREATE A MISMATCH BETWEEN CSRS AND THE ROLES THEY PERFORM. THIS MAY LEAD TO DISSATISFACTION AND, ULTIMATELY, TURNOVER. CSRS WHO DO NOT BELIEVE CAREER OPPORTUNITIES EXIST BEYOND THEIR CURRENT POSITION MAY BECOME FRUSTRATED AND LOOK FOR EMPLOYMENT OPPORTUNITIES OUTSIDE OF ACME. KEY ASPECTS OF CAREER MANAGEMENT INCLUDE PERFORMANCE FEEDBACK, RECOGNITION, AND REWARDS.

ACTIONS:

- PROVIDE FEEDBACK, RECOGNITION & REWARDS,
- SURVEY GROUP

ABOUT BIOSYS

FIG. 7L



CREATE GROUP SURVEY  
HOME - PERFORM/REWARD  
TOPIC

EMPLOYEE INSIGHT

SURVEY NAME:

SURVEY GROUP:

JSULLIVAN03: 'SALES REPS'

QUESTION SCALE:

1-5 (1=STRONGLY AGREE)

PUBLICATION DATE:

AUGUST 14, 2000

QUESTION 1:

I AM SATISFIED WITH MY CURRENT COMPENSATION.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 2:

I CAN ACCOMPLISH MY CAREER GOALS AT BIOSYS.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 3:

I HAVE HAD ADEQUATE TRAINING OPPORTUNITIES.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 4:

I WOULD CONSIDER MYSELF ACTIVE IN THE EMPLOYEE MENTORING PROGRAM.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 5:

I RECEIVE ADEQUATE, ON TIME PERFORMING FEEDBACK.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

ADD A SECTION FOR GENERAL COMMENTS? ☒ YES ☐ NO

724

LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 9:12 AM

CREATION DATE:  
08-14-0000 09:26 AM

REQUIRED:

NO ☒ YES ☐

DUE DATE:

AUGUST 28, 2000

QUESTION 6:

I AM HAPPY WITH THE LEVEL OF INTEROFFICE COMMUNICATION.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 7:

I AM SATISFIED WITH THE AMOUNT OF OVERTIME I AM WORKING.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 8:

I FEEL I AM CHALLENGED IN MY CURRENT POSITION.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 9:

I AM SATISFIED WITH THE CURRENT FACILITIES AND EQUIPMENT I NEED TO.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

QUESTION 10:

I FEEL MY IDEAS AND CONTRIBUTION ARE VALUED.

ALLOW ADDITIONAL COMMENTS?  
☒ YES ☐ NO

RESET DEFAULT

SUBMIT SURVEY

FIG. 7M

ABOUT BIOSYS

10075551 . 052000

Matter No.: 12587-004001

Page 20 of 21

Applicant(s): Andrus et al.

PROVIDING HUMAN PERFORMANCE MANAGEMENT DATA  
AND INSIGHT



LOGOUT - HELP  
JOHN SULLIVAN  
AUGUST 14, 2000 - 9:26 AM

726

SCORECARD			METRIC		
<div>INDIVIDUAL GROUP ENTERPRISE</div>			ADMIN		
OPERATIONS:			CUSTOMER VALUE:		
TURNOVER RATE	<input type="checkbox"/>	<input type="checkbox"/>	PERCENTAGE OF REPEAT CUSTOMERS	<input type="checkbox"/>	<input type="checkbox"/>
HR COST AS PERCENTAGE OF SALES	<input type="checkbox"/>	<input type="checkbox"/>	NUMBER OF NEW ALLIANCES	<input type="checkbox"/>	<input type="checkbox"/>
INNOVATION:			FINANCIAL RESULTS:		
RESEARCH AND DEVELOPMENT PRODUCT PIPELINE	<input type="checkbox"/>	<input type="checkbox"/>	EARNINGS PER SHARE	<input type="checkbox"/>	<input type="checkbox"/>
NUMBER OF B2B TRANSACTIONS	<input type="checkbox"/>	<input type="checkbox"/>	NET PROFIT PER EMPLOYEE	<input type="checkbox"/>	<input type="checkbox"/>
INTENTIONS			TALENT EVENTS		
WEEK			MONTH		
YEAR			YEAR		
ATTRACT/SELECT			DEVELOP/REDEPLOY/REWARD/RETAIN		
SURVEY: COMMUNICATION			08-15-2000		
<input type="checkbox"/>			<input checked="" type="checkbox"/>		

FIG. 7N

ABOUT BIOSYS